



## 6b. Role Play Scenarios Instructor's Guide



### Set-up

- Determine time and location for role play activity
- Review scenarios listed below and those listed on "Transaction Issues Scenarios Worksheet" (from 6a training activity)
- Determine who will role play WIC customer in each scenario when presented to trainees

### During the Activity

- Explain that the following role play will help them learn how to react when faced with issues during WIC transaction process
- Put people in place for role play
- Conduct role play as outlined in scenario
- Choose an option:
  - OPTION A – Present options for trainees to consider and have them choose an answer
  - OPTION B – Ask the open-ended question: "What do you do in this situation?"
- Discuss responses and review rules and guidelines regarding WIC transactions
- Continue with additional role play scenarios, as desired

### After the Activity

- Emphasize need to comply with WIC rules and guidelines
  - Explain possible consequences to store
  - Explain possible consequences to WIC program
- Review other transaction issues
  - For a complete list, refer to section K11 in "WIC Cashiers Learning Objectives" found in introductory section of Cashier Training Toolkit
- Ask for questions about WIC transactions

### Scenario 1

A WIC customer brings a 46-oz. bottle of apple juice through checkout and asks that she be allowed to purchase this one instead of the 64-oz. bottle because the latter is too big for her refrigerator door. What do you do?

- A. Call the manager to seek approval and proceed with checkout.
- B. Tell the customer that substituting products is not allowed and that she can only get the 64-oz. bottle. Offer to get it for her.
- C. Draw a line through "64 oz." on the check and write in "46 oz." with your initials. Then proceed with checkout.
- D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

**Correct Response: B**



## 6b. Role Play at Checkout Instructor's Guide

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### Scenario 2

A WIC customer shows you his two WIC fruit and vegetable checks – each for \$8. He'd like to use them both to pay for more than \$12 worth of produce he's selected. All the produce items are sitting on the checkout waiting to be scanned. Both checks are valid for use today. What do you do?

- A. Call the manager to seek approval and proceed with checkout.
- B. Tell the customer that combining fruit and vegetable checks on a single transaction is not allowed, but you will help him sort the items to make the best use of each \$8 check.
- C. Proceed with checkout; this is allowed.
- D. Overlook the issue and proceed with checkout, explaining that no one will be able to tell the difference.

**Correct Response: B**

### Scenario 3

A WIC customer presents Skippy brand peanut butter as part of her WIC transaction. You tell her that name brand peanut butter is not allowed and offer to get her the store brand. She gets upset and tells you that she was able to get the Skippy brand last time. It appears that she is very willing to "make a scene" during one of your store's busiest hours. What do you do?

- A. Call the manager to get an override and proceed with checkout.
- B. Explain that she can get the peanut butter, but she will have to pay the difference between the store brand and Skippy brand.
- C. Explain again, calmly and firmly, that you are not allowed to scan a non-WIC approved item and that she can discuss it further with your manager or her local WIC clinic manager.
- D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

**Correct Response: C**

**NOTE:** There is no trainee activity sheet to accompany this training activity (6b). The instructor will provide all necessary materials and directions.